



BE THE TRAILBLAZER  
ACTIVATE CHANGE  
STRENGTHEN LIVES  
BUILD COMMUNITIES  
EMBRACE THE CHALLENGES  
BE THE HELPING HAND  
FAITH TAKING ACTION  
PURPOSEFUL ACTION  
REAL PEOPLE  
REAL FAITH  
RISK TAKERS

# Support Worker

## Application Pack

# **FROM CHURCH ARMY**

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We are delighted that you are interested in the role of Support Worker with Church Army. We really hope that as you read through this job pack you get a clearer sense of who we are as Church Army and how this role fits into our desire to see communities across these islands transformed.

This is an exciting time to be part of Church Army as we continue to grow our frontline work in addition to implementing the new strands of our DARE strategy in the next three years to further our impact and reach our vision.

We are passionate about seeing communities transformed which is why Church Army is proud to work in some of the toughest communities across the UK and Ireland and make an impact that brings about real-life change. Our Centres of Mission, which are created in partnership with Diocese, are where we deploy evangelists into communities to share faith and empower and equip the local church in mission and evangelism. We are working hard in our aim to increase to 50 Centres of Mission by 2027. In Marylebone London, we run the biggest women's only hostel which empowers women to end their homelessness and live their lives to the full. We also run the Amber Project in Cardiff which helps over 100 young people each year who battle self-harm; as well as a hostel for young people.

Our GRACEUP values are at the heart of all that we do. We are proud of our committed and passionate staff team who all contribute to our vision of seeing communities transformed. In joining Church Army, you will belong to a community of gifted people who are proud to do what they do, and we work hard to make sure our team know that they are valued for their contributions and know that they are making a difference to the lives of hundreds of people.

This role of Support Worker provides effective and high-quality support to service users of the Marylebone Project.

I hope that as you read through this job pack, you will be inspired and encouraged to want to join amazing team and Organisation.



EMBRACE THE CHALLENGES  
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# PUSHING BEYOND THE FRINGES



## **CHURCH ARMY**

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### **Our vision**

For everyone everywhere to encounter God's love and be empowered to transform their communities through faith shared in words and action.

### **Our values**

Everything we do is underpinned by our GRACEUP values:

**Generous** - We want to model God's generosity to others.

**Risk-taking** - We have a long heritage as a pioneering movement, prepared to take risks and give colleagues permission to seek to do new things.

**Accountable** - We are accountable to God and others. We want to be reliable and live responsibly to high professional standards.

**Collaborative** - We are committed to partner with those who share our values; we believe it enhances our work.

**Expectant** - We are hopeful, expecting God to do new things amongst us.

**Unconditional** - God loves everyone and everyone is significant in his eyes; we will serve anyone regardless of their age, gender, race, sexuality, faith, ability, status or circumstances.

**Prayerful** - We listen for God's voice and want to be obedient to him. We want to be like Jesus in our actions and witness.

See our [We are Church Army](#) video here

# THE MARYLEBONE PROJECT

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The Marylebone Project is a Registered Social Landlord set up through a partnership between Church Army and the Portman House Trust.

We provide 112 long and short term beds to homeless women and offer essential facilities and support to women who visit our rough sleeper's drop-in at the Marylebone Centre. The Marylebone Centre also delivers education, employment and training opportunities and meaningful activities in order to support service users into independent living.

Those we support are often affected by substance misuse, unemployment, domestic violence and mental health issues. Whatever their story, we aim for the same ending; self-esteem, employment and independent living. We do this by providing shelter, emotional support, education opportunities, spiritual space, and events in a welcoming and secure environment.

Our ethos is that each woman is a very special person and through the themes of:

**Spirituality** - that God loves each person regardless

**Hospitality** - that all are welcomed

**Empowerment** - equipping women to make informed choices

**Resettlement** - encouraging and supporting women towards independent living



The Marylebone Project is led by our Homeless Projects Manager, Sue Way, who also oversees our youth hostel in Cardiff. We currently employ around 40 staff at the Project in a range of roles. Our Project is reliant on the generous giving of our supporters and is a commissioned service through Westminster Council. We operate across two sites: Bradbury House and Elgood House. The support service we offer is 24-7 with our drop-in being just in the day.

*"I am so pleased to be the first-ever Patron of the Marylebone Project. This amazing place serves hundreds of homeless women every week and helps them make a fresh start. I love how the project empowers women to make the changes to transform their own lives. I see this myself when I visit, and I am always inspired by the stories of the women I meet."*

**Ellie Goulding, Patron**



## THE ROLE OF SUPPORT WORKER

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At Marylebone we pride ourselves on delivering the highest possible standard of support to our women regardless of their background and vulnerability. As Support Worker you will have the privilege of working with the women who come to Marylebone Project and supporting them in their journey to independent living.

You will need to be someone who can work with other people unconditionally, who has a who understanding of the challenges of homelessness and can work without judgement.

You will be joining a team of 5 Support Workers, set within a context of working alongside all colleagues at the Project for our Support Service, which consists of a combination of women with Complex Needs and General Needs. The team is dynamic and creative, working within a trauma-informed approach to draw out the strengths of women to empower into independent living. Once women have achieved independent living you will provide follow up support for up to 12 months, referring clients to floating support within 9 months of moving out of the project. This will ensure a smooth transition is had between supported living to independent living and the individual is still receiving support during the next chapter of their life. Therefore, you need to be someone who is a strong team player with excellent communication skills and able to work well with others.

The nature of the role means that you will be working in a fast-paced environment, so you need to be a person who flourishes working in a busy environment, is resilient, and enjoys helping others grow. You should have a positive mindset, be able to work flexibly so that you can respond to the needs around you and be passionate about making a difference. Our values are at the heart of what we do, so you should be someone who models these in all they do.

*Mounia Amrani, Support Services Manager*

# JOB DESCRIPTION

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|                         |  |
|-------------------------|--|
| <b>Job Title:</b>       | Support Worker (Female*)   |
| <b>Location:</b>        | Marylebone Project, Westminster London   |
| <b>Responsible To:</b>  | Support Services Manager, Support Services & Duty Team Leader  |
| <b>Responsible For:</b> | Service Users within the Support Service   |
| <b>Purpose:</b>         | To provide effective and high-quality support to service users of the Marylebone Project. To work collaboratively to provide the Marylebone Project service users a holistic and effective support service in line with Supporting People expectations.  |
| <b>Objectives:</b>      | <ol style="list-style-type: none"><li>1. Provide a high quality, person centred support service to residents with a range of medium to high needs.</li><li>2. Assist in the provision of safe and secure accommodation.</li><li>3. Work collaboratively at all times in a professional, responsible and diligent manner.</li><li>4. Provide tenancy management.</li><li>5. Ensure data is managed and handled appropriately.</li></ol> |

## KEY TASKS:

1. **Provide a high quality, person centred support service to residents with a range of medium to high needs.**
  - 1.1 Use motivational and asset based interviewing techniques to interview, assess and create support plans and risk assessments that address the needs of service users.
  - 1.2 Assess service users' clinical risk and identify steps to reduce the likelihood and effect of these risks.
  - 1.3 Conduct regular reviews of Support Plans and risk assessments as required by the Marylebone Project.
  - 1.5 Take a positive, trauma-informed approach to working with service users with complex needs and challenging behaviour.
  - 1.5 Take a pro-active approach in multi-disciplinary support required for service users.

- 1.6 Identify, maintain and develop relationships with external agencies where required as well as accompanying service users to off-site appointments.
  - 1.7 Respond to the needs of service users appropriately on a day to day basis.
  - 1.8 Facilitate service user involvement in the development of the service and participation in meaningful activities. Co-ordinate resident meetings and forums.
  - 1.9 Work within the parameters of the Marylebone Project's policies and procedures.
- 2. Assist in the provision of safe and secure accommodation**
- 2.1 Work within a Psychologically Informed Environment approach and strive to meet targets and deliver results.
  - 2.2 Be aware of the Church Army and Marylebone Project procedures to ensure the health and safety of service users and staff.
  - 2.3 Report all repairs, housekeeping and maintenance issues to those responsible.
  - 2.4 Handle, record and report incidents in accordance with agreed policies and procedures.
- 3. Work at all times in a professional, responsible and diligent manner**
- 3.1 Share relevant information about service users with all necessary internal and external teams in a timely fashion.
  - 3.2 Ensure appropriate content and context of communication within the team and organisation.
  - 3.3 Represent the Marylebone Project when working with external agencies and partners with professionalism.
  - 3.4 Communicate clearly and respectfully with colleagues.
  - 3.5 Use existing systems to facilitate good communication between the organisation's teams.
  - 3.6 Contribute to data collection, monitoring and evaluation.
  - 3.7 Be an active participant in the team and work collaboratively with colleagues.
  - 3.8 Undertake any other duties as requested as relevant and commensurate to the role and service.
- 4. Provide tenancy management**
- 4.1 Contribute to meeting targets as required.
  - 4.2 Contribute to ensuring maximum revenue collection for the residents within the Support service in a holistic manner.
- 5. Ensure data is managed and handled appropriately, and effectively communicate**
- 5.1 Understand and apply data protection policies and internal policies regards the sharing of information about staff, residents and/or the organisation.
  - 5.1 Update client record files as necessary with contact, support and risk information. Ensure service user notes are comprehensive, factual and relevant.

- 5.2 Handle and record incidents in accordance with agreed policies and procedures.
- 5.3 Maintain a good working knowledge of homelessness issues and be able to offer advice to people who call at the project in person or by telephone.
- 5.4 Ensure a high standard of customer service is upheld, and communal areas are clean, tidy, relevant and welcoming.
- 5.5 At all times, work with the organisations' systems, policies and procedures to deliver high standard service delivery and promote a safe and secure environment for all.

**General:**

- To undertake any such duties as are commensurate with the post at the direction of the
- To be active as a member of the Support team, demonstrating and encouraging participation in team meetings and in the overall objectives and life of the team
- To attend an annual appraisal and regular one to ones with your line manager
- To undertake any training as required for the role as identified in an appraisal or supervision
- To adhere to Church Army's contractual and non-contractual policies at all times. These are outline in the Staff Handbook and on Church Army's intranet document library.
- Act in the best interest of Church Army at all times

# PERSON SPECIFICATION

The following sets out what we are looking for in the post holder. As you apply for the post and submit your application, please make sure you evidence with good clear examples how you meet the criteria below.

| Essential  | Desirable   | Method of Assessment   |
|--|---|--|
| <b>EXPERIENCE, KNOWLEDGE AND QUALIFICATIONS</b>  |   |  |
| 1 year minimum paid experience of working with vulnerable people and those with complex needs in a Support Worker role or equivalent.  | Working knowledge and experience of Salesforce systems.                           | <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> <li>• Pre-employment checks (e.g. references)</li> </ul> |
| Experience of working with clients in a trauma-informed way with proven effectiveness.   | Experience of working with EEA and Non-EEA client groups.                         |  |
| Understanding of safeguarding vulnerable adults.   |   |  |
| Demonstrate an understanding of statutory compliances and standards such health and safety, equal opportunities, data protection, particularly within a residential setting. | Experience in a role requiring a high level of quality customer service.          |  |
| Demonstrate excellent customer service skills. Ability to develop good working relationships and rapport with services users and stakeholders.                               | Experience of delivering and facilitating presentations and activity sessions.    |  |
| Using motivational interview techniques to produce and approach referrals, needs and risk assessments and support planning in a SMART manner.                                | Working experience of supporting clients with Mental Health and/or Complex Needs. |  |
| Knowledge of Psychologically Informed Environments (PIE).  | NVQ Qualification Level 3 minimum in Health and Social Care or equivalent.        |  |

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|---|---|--|
| An understanding of effective voids and arrears management. Including financial support, with up-to-date knowledge of benefits. | Awareness of General Data Protection Regulation (GDPR) and the appropriate sharing of personal and sensitive information. |  |
| <b>SKILLS AND ABILITIES</b>   |   |  |
| Ability to motivate those with complex needs to engage with meaningful activities.  |   | <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> <li>• Pre-employment checks (e.g. references)</li> </ul> |
| Ability to effectively risk assess within a dynamic, fast-paced environment.  |   |  |
| Evidence of effective de-escalation techniques.   |   |  |
| Good IT skills, possessing the ability to work with the full Microsoft Package and quickly learn internal systems.              |   |  |
| Ability to work under pressure and to consistently meet deadlines. Well organised with good attention to detail.                |   |  |
| Able to work on own initiative and as a part of a team, and to lead a team to achieve positive outcomes.                        |   |  |
| Evidence of an ability to problem solve, whilst upholding great service.  |   |  |
| <b>ATTRIBUTES</b>   |   |  |
| Passion for working with vulnerable women and providing outstanding service   |   | <ul style="list-style-type: none"> <li>• Application Form</li> <li>• Interview &amp; Selection Process</li> </ul>  |
| Resilient   |   |  |
| Approachable and friendly   |   |  |
| Willingness to take direction and instruction as part of working as a team.   |   |  |

|   |  |  |
|---|--|--|
| Willingness to work unsociable hours.   |  |  |
| <b>OTHER</b>  |  |  |
| The successful candidate will be required to embrace and work within the aims and objectives of Church Army |  |  |
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# OUTLINE TERMS AND CONDITIONS

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|--------------------------|---|
| Salary                   | £29,480 per annum   |
| Location                 | Marylebone Project, Westminster, London   |
| Hours                    | Average 40 hours a week. Normal working pattern will be working across early and late shifts, working one weekend as directed by the Project rota on a five week rolling basis. Other times and shifts may be required as per the Project needs.  |
| Pension                  | The employee will be enrolled into a pension scheme providing the post holder meets the criteria for eligibility. Minimum pension contributions will be paid by the employer for you if you are eligible.   |
| Annual Leave             | 28 days rising by one day a year to a maximum of 33 days after each full year's service; this includes 8 days for bank holidays.<br>As the project works on a 24/7 basis, you will be required to work some bank holidays.  |
| DBS                      | This post is subject to an enhanced DBS (Disclosure and Barring Service) check and compliance with safeguarding policies and procedures. Safeguarding training will be required.  |
| Probation Period         | 6 months  |
| Notice Period            | 4 weeks (after Probation Period)  |
| Contract Type            | Full-time, open-ended.  |
| Occupational Requirement | Physical requirement: The job regularly involves walking throughout the Project, which is based over 2 sites 100m apart, over a number of floors with stair & lift access (In Bradbury House). There is also a requirement to travel across London for meetings and service user support. Physical mobility and ability to carry smaller items are required as essential. |

# APPLICATION PROCESS

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To apply, please submit an application form which is available to download from our website: [www.maryleboneproject.org.uk](http://www.maryleboneproject.org.uk)

References will only be taken up once an offer of employment has been made, or unless we ask your permission to do so.

Applications should be sent to: [recruitment@maryleboneproject.org.uk](mailto:recruitment@maryleboneproject.org.uk)

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**Deadline: Friday 2<sup>nd</sup> July 2021 by 8am**

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**Interview date: To be confirmed**

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For more information about Church Army please visit: [www.churcharmy.org](http://www.churcharmy.org)

Offers of employment are made subject to:

- Evidence of your eligibility to work in the UK
- An enhanced DBS check
- Successful completion of a probationary period
- Two satisfactory references



Church Army is proud to be a Living Wage Employer.